

The James Cochrane Practice
Health Care Support Worker job description & person specification

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

Role Details	
Job Title:	Nurse Administration Assistant / Phlebotomist
Hours of work:	Full time (37 hours) Job share considered if available
Gross rate of pay:	£12.00 per hour
Primary Locations:	The James Cochrane Practice, Helme Chase Surgery, Kendal, LA9 7HR and Maude Street Surgery, Kendal, LA9 4QE. Other locations in UK as required by the practice.
Line Manager:	Head of Nursing
Purpose:	To assist the clinical team in the service and delivery of the care management to the practice population
Commencement date:	Feb 2025

Job Summary
<p>To support the practice nursing team in the delivery of nursing services, working as part of the practice multidisciplinary team, delivering care within their scope of practice to the entitled patient population.</p> <p>The Nurse Admin Assistant will deliver and assist clinical staff in the provision of management of stock (including ordering), patient samples, phlebotomy, chaperoning patients.</p>

Practice Drivers
<p>Vision Statement - Treating people the way we'd like to be treated Aim - To improve patient and job satisfaction and practice sustainability</p>

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Primary Responsibilities

The following are the core responsibilities of the Nurse Admin Assistant. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

Clinical practice

- 1) When trained, undertake venepuncture
- 2) When trained, undertake Blood Pressure readings
- 3) Carry out testing and sending of patient samples as per clinician's request
- 4) Ensure specimens are recorded and ready for onward transportation

Clinical support

- 5) Act as a chaperone as required
- 6) Provide support during coil fit clinics and reorder stock as required
- 7) Provide support during minor surgery clinic and reorder stock as required

Clinical administration

- 1) Monitor clinical central stock levels and trigger ordering with ordering lead to always ensure adequate stock levels
- 2) At both sites, undertake
 - a) stock rotation
 - b) Stockroom organisation and maintenance
 - c) restocking of clinical rooms
- 3) Ensure fridge temperatures are checked and logged, and fridges are cleaned routinely in accordance with extant guidance
- 4) Ensure clinical waste is removed and properly disposed of, and sharps bins are replaced in accordance with the practice IPC policy
- 5) Participate in waste management audit as directed by audit lead

Secondary Responsibilities

In addition to the primary responsibilities, the Nurse Admin Assistant may be requested to:

- a. Participate in practice audit as directed by the audit lead
- b. Participate in local initiatives to enhance service delivery and patient care
- c. Support and participate in shared learning within the practice

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The person specification for this role is detailed overleaf.

Person Specification – Healthcare Assistant		
Qualifications	Essential	Desirable
Healthcare qualification (level 3 or 4) or working towards gaining equivalent level		✓
Phlebotomy certification		✓
Experience	Essential	Desirable
Experience of working in a primary care environment		✓
Experience of working with the general public	✓	
Experience of working in a healthcare setting		✓
Clinical Knowledge & Skills	Essential	Desirable
Venepuncture		✓
Blood Pressure readings		✓
Chaperone procedure		✓
Ability to record accurate clinical notes		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills		✓
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook		✓
EMIS user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Ability to follow clinical policy and procedure	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure / in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours		✓
Disclosure Barring Service (DBS) check	✓	
Pre Employment Check Clearance	✓	

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Generic Responsibilities

All staff at The James Cochrane Practice have a duty to conform to the following:

Safeguarding

Safeguarding means protecting people's health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect. It is fundamental to high-quality health and social care.

This organisation adopts a zero-tolerance approach to abuse, ensuring that there are robust procedures in place for the effective management of any safeguarding matters raised. Staff have a responsibility to take the appropriate actions for safeguarding children, young people, and adults at risk of harm or abuse.

Equality, Diversity & Inclusion (ED&I)

Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and law requires it.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the Health and Safety at Work Act 1974,

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Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence, and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes, which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Operations Manager/ Head of Nursing.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role.

All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.

Staff may also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

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All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at The James Cochrane Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided they must be worn.